

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

26 November 2018 / 26 novembre 2018

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

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SUBJECT: LETTERS OF COMMENDATION

OBJET: LETTRES DE MENTION ÉLOGIEUSE

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'information.

BACKGROUND

Attached for the information of the Board are excerpts from letters of appreciation / thanks received from the public since the last regular meeting for services rendered by members of the Ottawa Police Service (OPS).

Date Received: 19 October 2018

From: Member of the public

OPS member: Angele Levesque

Excerpt from letter: I would like to extend my thanks and compliment the dispatcher who took my most recent call for a theft in progress. She didn't skip a beat in obtaining the appropriate information and knew exactly how to handle the call. Officers arrived promptly and handled the situation very professionally. I have no doubt that without those actions, by both the dispatcher and officers, an immediate arrest would not have

been possible. I just wanted to pass along my thanks and recognize an important partnership between our organizations.

Date Received: 21 October 2018

From: Member of the public

OPS member: Constable Daniel Dumont and Julie Dube

Excerpt from letter: Thank you for your help this afternoon when we were unable to reach our daughter. You were so kind, caring and helpful; including the lady on the phone and the officers who went to our daughter's residence. We appreciate your help immensely.

Date Received: 21 October 2018

From: Member of the public

OPS member: Constables Jenna McElravy, John Ross, Adam Munro and Nicolas Capaday

Excerpt from letter: We want to thank the police officers who recovered our stolen belongings. We were touring the city of Ottawa as visitors from the United States for the day, when our parked vehicle was robbed. It was incredible how quickly they were able to act and apprehend the thief. We just couldn't believe how sharp all of these officers were! In addition, the officers taking statements from us during the recovery of our personal items were very professional, courteous, and thorough. We are so grateful to them. What a wonderful team of officers. We hope they receive some recognition.

Date Received: 1 November 2018

From: Member of the public

OPS member: Constables Shane Gregan and Kellan Moore

Excerpt from letter: Je suis directrice adjointe des Services aux jeunes et famille de Maison Fraternité. Un de nos résident au traitement résidentiel pour jeunes a commis une tentative de suicide, suivie d'un état de crise violente. Trois patrouilleurs du Service de police d'Ottawa sont intervenus sur les lieux. Il appert que la justesse de leur intervention se doit d'être soulignée. Ils ont tous trois pris le temps de désamorcer la crise, alors que le client en question se montrait provocateur envers eux. Ils sont intervenus en français, langue maternelle du client. Leur professionnalisme, leur calme et leur patience ont été soulignés à la fois par le personnel présent, mais aussi par le client lui-même au lendemain de la crise. Ils ont non seulement permis de sécuriser la personne en crise mais ont aussi contribué à rétablir la confiance de ce dernier en nos services policiers. Ils ont démontré une bonne connaissance des interventions à préconiser auprès d'une clientèle aux prises avec d'importants défis liés à la santé mentale ainsi qu'un réel souci pour le bien-être de celle-ci.

Date Received: 7 November 2018

From: Member of the public

OPS member: Constables Avedis Wazirian, Silvijo Setka and Eric Emond

Excerpt from letter: Just to say a big thanks to your officers who intervened with our son when he was in distress. We would like to commend them for their approach and follow-up, and for spending a considerable amount of time with us at CHEO. Very much appreciated. Our son is doing better and they have played a part in that.

Date Received: 9 November 2018

From: Member of the public

OPS member: Inspector Patricia Ferguson, Sergeants Michael Cathcart, Kuldeep Sharma, Michael Herasimenko and Robert Reeve, Constables Andrew Reesor, Shawn Cormier, Michael Adlard, and Robert Latourell

Excerpt from letter: I'd like to compliment the group of officers for their swift response and taking every necessary step to find my husband. He called me to say he was lost. I then called 911 and they were compassionate every step of the way; from the phone call, to the first responders. They took every precaution for me and my husband. Constable Andrew Reesor kept me company, talked and made me feel confident; Constable Shawn Cormier, who was in command of finding my husband was determined and focus at leading his team in the right direction; and Inspector Patricia Ferguson was so compassionate, approachable, and focused at taking the proper steps for the search. She was always one step ahead of the game. I can't thank the Ottawa Police Service and the ESU enough for finding my husband. Everyone did an amazing job; with swiftness, calmness and precision.